



Bringing People and Services Together

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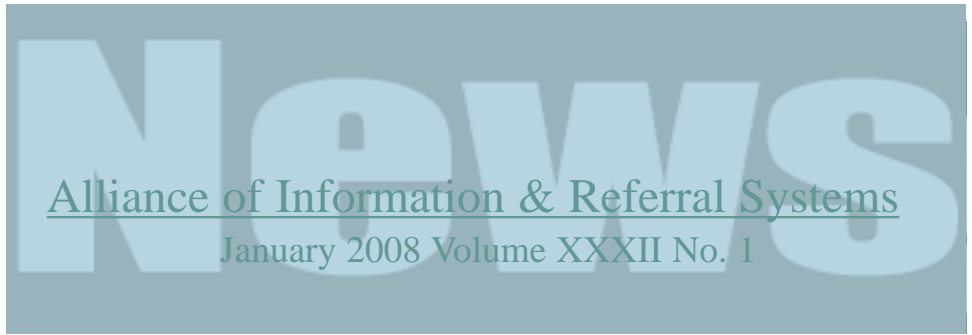
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Contact Us
info@airs.org



AIRS Board adopts policy statement

Charlene Hipes

Chief Operating Officer, AIRS

In 2006, AIRS formed a Public Policy Committee to carry out the work associated with identifying public policy issues and concerns important to our membership and the profession of Information and Referral. The charter of this committee is

◆To develop a national presence for AIRS and its members that strengthens Federal and other national relationships and enhances the potential to secure supportive public policies and major funding opportunities for AIRS and its members.

One of the strategic directions included in that 2007/2008 work plan was to

◆Engage AIRS' membership and partners to actively support and participate in advocating for relevant AIRS' public policy initiatives.

The AIRS Public Policy Committee acted on this strategic

direction by holding discussions with the AIRS Board and the AIRS Affiliate Council to identify critical public policy issues facing our members and the field of I&R. During those discussions, it became clear that many of our members believe that the profession of I&R is coming under increasing pressure to limit or restrict the types of human services to which their programs can refer people. This was particularly true about so-called "socially sensitive" services such as abortion clinics/counseling, "pro-choice" family planning programs, needle exchange programs, etc.

The AIRS Public Policy Committee decided that this issue had important implications for the field of I&R and had an immediate impact on AIRS members and the services they provide to the public. The committee agreed to engage the AIRS membership directly in an effort to develop an AIRS public policy position and strategy to address "external" (outside the profession of I&R) pressures to limit or restrict the types of

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Officers of the Corporation

*Jamie Moore, President
Tim Sylvia, Vice President
Roberto Armijo, Treasurer
Georgia Sales, Secretary*

The Alliance of Information & Referral Systems, Inc., was incorporated in 1973 to improve access to human services for all people through the mechanism of information and referral. It is a member organization serving I&R interests.

The AIRS Newsletter is provided as a benefit to all AIRS members. For information about membership contact us at (703) 218-AIRS (2477).

AIRS accepts paid advertising for inclusion in its publications for products and/or services which are related to the purposes of AIRS and its members. The products and services advertised in AIRS publications do not necessarily imply endorsement by AIRS or its membership.

For more information about placing an ad or article in the AIRS Newsletter, contact:

Hannah Newton,
AIRS Newsletter Editor
PO Box 33095
Portland, OR
airsnewslettereditor@airs.org

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agencies/programs to which that I&R programs could refer the public. After much input and processing through various AIRS Committees and the membership, the following was submitted and approved by the AIRS Board on Jan. 22, 2008:

Public's Right to Accurate, Comprehensive and Unbiased Information and Referral

AIRS supports the public's right to access to accurate, comprehensive, and unbiased information and referral that is provided in a confidential, anonymous and nonjudgmental manner. In addition, AIRS believes that the content and extent of information and referral should be based on the needs of the public as determined by each I&R provider organization and within the professional and ethical guidelines and standards established by AIRS. Therefore, AIRS shall:

- ◆ *Promote professional and ethical standards for the field that protect this right;*
- ◆ *Address field practices and initiatives that threaten to abridge this right;*
- ◆ *Support legislative and regulatory initiatives that are consistent with this right, and;*
- ◆ *Work to change legislative and regulatory initiatives that abridge this right.*

2007 edition of the AIRS Journal to be released electronically

The 2007 version of the AIRS Journal will be out in May and for the first time, The Journal will be sent electronically, so watch your email. The Journal is a practical and theoretical aspect of information and referral (including, but not limited to, such topics as information processing and management, staff

training and development, the client interview and referral transaction, program development and evaluation, and interagency/intra-agency cooperation.) If you would like to contribute to the 2008 Journal, contact Dick Manikowski at (313) 833-1020 x2295 or airsjournal@hotmail.com.

Correction: The User Friendly column in the December AIRS Newsletter is missing part of the instructions for a PC running Windows XP to shut down at a specified time. An updated set of instructions can be found at <http://ufriendly.blogspot.com/>.
Dick Manikowski, User Support Specialist, Detroit Public Library--TIP Database & Subscriptions

New AIRS Web site in the works

By the summer, AIRS members will have access to a refurbished Web site at www.airs.org that will integrate many of our business and communications functions within a new association management software.

Once the work is completed:

- ◆ All pages should be accessible through a single click
- ◆ Members will have access to their own information
- ◆ Information on certification and conference attendance will be tied to membership accounts
- ◆ There will be a searchable online member database
- ◆ Secure areas for Board and Committee documents

- ◆ Membership communication will be more flexible and clearer
- ◆ Members will be able to apply online for membership and certification
- ◆ Membership and certification can be paid for online with automatically generated receipts
- ◆ All staff will have access to membership information (not currently the case and this does sometimes cause problems with customer service)
- ◆ Affiliates will be able to more easily access information

... And the Web site itself will look all new and shiny, and it will be easier to find stuff!

211s in the news across the United States

Arkansas

“Arkansas 211 Still On Hold.”

Negotiations are still ongoing with Arkansas 211 and telephone companies, regarding the implementation of the call center's public access number.

<http://www.pbcommercial.com/articles/2008/01/16/news/news3.txt>

California

“Officials talk telecom in wake of fires: How cell phone networks, emergency alerts fared in October topic of discussion Wednesday.”

“About 50 people at the California Public Utilities Commission workshop in San Diego seemed to agree that new technology such as the Reverse 911 notification system and the 211 information service helped evacuate hundreds of thousands of residents fairly smoothly.... Communications need to flow both ways between emer-

gency agencies and the public, and 211 helped this in the San Diego County wildfires, said John A. Ohanian, chief executive of 211 for San Diego County. Residents reported fires that agencies weren't aware of, and also when there were no fires in locations that were reported as burning.”

http://www.nctimes.com/articles/2008/01/10/news/sandiego/5_04_111_9_08.txt

“Baby Surrendered To Norwalk Fire Station.” For more information on the “safe surrender” program, residents urged to call 2-1-1. <http://cbs2.com/local/safe.surrender.norwalk.2.626487.html>

“Here's your chance to tell the county what you think.” County conducts a public opinion survey. The county's new 211 information hot line will be used to assist

Spanish-speaking residents with the survey.

<http://www.sanluisobispo.com/news/local/story/239811.html>

Georgia

“Commission holds shortest meeting on record.” Rome City Commission appointed one commissioner to serve as the city's representative to the 211 Commission. <http://news.mywebpal.com/parts/680/public/news869792.html>

Indiana

“Nonprofit organizations would be hit hard by loss of GE.” Employees looking for information on financial counseling, legal assistance and other types of aid are urged to call 211.

http://www.reporter-times.com/?module=displaystory&story_id=95464&format=html

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For more information on the Festival of Giving, dial 211.

<http://www.argusleader.com/apps/pbcs.dll/article?AID=/20080109/MORNINGEXPRESS/80109019/1001/NEWS>

Tennessee

“Fuel poverty an issue that needs awareness.”

Recommendations for a comprehensive strategy include: Including information about available grants for home energy efficiency in existing help lines such as 211 and 311.

<http://www.rctimes.com/apps/pbcs.dll/article?AID=/20080119/OPINION01/801190331/1007/MTCN0305>

Texas

“Flu and its misery creep into Austin: Number of cases went up in recent days, some doctors say.” For flu shot information, people can call 211.

<http://www.statesman.com/news/content/news/stories/local/01/08/0108fluseason.html>

Washington

“Snohomish County energy aid program out of money: Low-income families may not get help to pay for heat unless more funds become available.”

Families who haven’t already gotten an appointment are encouraged to call 211, the community information line, for other ways to get help.”

<http://heraldnet.com/article/20080111/NEWS01/834203995>

AIRS certifies new specialists

Since the last newsletter, the following people have been awarded the Certified Information and Referral Specialist, Certified Information and Referral Specialist in Aging, or the Certified Resource Specialist designation in acknowledgement of their demonstrated competencies in the field of Information and Referral.

CERTIFIED INFORMATION & REFERRAL SPECIALISTS

Duncker, Stephanie - 2-1-1 Big Bend Inc, Tallahassee FL

Ilic, RoseMary - 2-1-1 Big Bend Inc, Tallahassee FL

Jackson, Alicia - United Way of SW GA, Albany GA

Johnson, Tammy - United Way Services, Cleveland OH

McMurray, Joseph - Ingraham 211, Portland MA

Salak, Suzanne - 2-1-1 Big Bend Inc, Tallahassee FL

CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging

Brill, Kathleen - SeniorsPlus, Lewiston ME

Cioroch, Suzanne - The Senior Alliance - Area Agency on Aging 1-C, Wayne MI

Clukey, Rhonda - SeniorsPlus, Lewiston ME

Cooksey, Virginia - Elder Care Services, Tallahassee FL

D’Angelo, Amanda - The Senior Alliance - Area Agency on Aging 1-C, Wayne MI

Egley, Arin - PSA 3 Agency on Aging, Lima OH

Evans, Linda - Southern Alabama Regional Council On Aging, Dothan AL

Frey, Ruth - PSA 3 Agency on Aging, Lima OH

Given, Anna - SeniorsPlus, Wilton ME

Jansen, Brooke - Senior Spectrum, Augusta ME

Murphy, Vickie - Southern Alabama Regional Council on Aging, Dothan AL

Russell, Kendra - The Senior Alliance - Area Agency on Aging 1-C, Wayne MI

Schumann, Jane - PSA 3 Agency on Aging, Lima OH

Simoneau, Misty - Senior Spectrum, Phillips ME

Strickland, Karen - Southeast GA Area Agency on Aging, Waycross GA

Zaccadelli, Corrina - Senior Spectrum, Augusta ME

CERTIFIED RESOURCE SPECIALISTS

Alcala, Maricela - United Way of Greater Toledo, Toledo OH

Bard-Hanson, Janet - 2-1-1 Big Bend, Inc., Tallahassee FL

Gilbert, Margo - 2-1-1 Big Bend Inc, Tallahassee FL

Lavery-Barclay, William - Area Agency on Aging for North Florida, Inc., Tallahassee FL

AIRS 2008 Strategic Plan

Area I: Evaluation, Research and Data			
<i>Principal Goal Areas</i>	3- to 5-Year Goals (Where do we want to be in 3-5 years?)	Annual Goals for 2008 (What do we want to accomplish this current planning year?)	Action Steps/Strategies (What can be done in 2008 to meet goals?)
<i>Applied Research</i>	Consider linking with an academic institution to foster interest and research in I&R	Review possibility of identifying possible institutions or researchers interested in I&R	1. Determine possibility of identifying possible institutions or researchers interested in I&R
<i>Best Practices</i>	Develop a list or “clearinghouse” of best practices in I&R	NONE	NONE
<i>Data</i>	Develop or help create a national data base on data of interest to AIRS and I&R	Determine if such a database already exists	1. determine feasibility and associated costs of a national database

Area II: Identity and Image			
<i>Public Relations & Branding</i>	<ul style="list-style-type: none"> ◆Increase the awareness of the general public, elected officials, and other important stakeholders about the importance of I&R and AIRS leadership role in the I&R sector ◆Review feasibility of hiring a PR consulting company ◆Review feasibility of establishing a national I&R company 	<ul style="list-style-type: none"> ◆Establish e-based PR processes ◆Increase media exposure to I&R and AIRS ◆Establish National I&R Day ◆Establish a national awards process for best practices ◆Develop branding message(s) 	<ol style="list-style-type: none"> 1. Clarify process on creating and approving press releases 2. Contact local press at conference 3. Develop a national recognition and awards process 4. Determine use of youtube or MySpace as PR vehicles 5. Send out six press releases in 2008 6. Work through Policy Committee to establish a National I&R Day 7. Produce video clips 8. Create branding message(s) 9. Write press release at conference 10. Establish a listserv for PR purposes

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Area III: Organizational Capacity			
<i>Principal Goal Areas</i>	3- to 5-Year Goals (Where do we want to be in 3-5 years?)	Annual Goals for 2008 (What do we want to accomplish this current planning year?)	Action Steps/Strategies (What can be done in 2008 to meet goals?)
<i>Finance</i>	<ul style="list-style-type: none"> ◆Maintain a fiscally strong & efficient association with increasing revenues augmenting membership revenue with other sources ◆Increase revenues 10% annually 	<ul style="list-style-type: none"> ◆Continue to control costs ◆Increase membership revenues ◆Diversify revenue base with corporate sponsorship and grant opportunities ◆Increase revenues 10% 	<ol style="list-style-type: none"> 1. Membership recruitment mailing 2. Seek corporate sponsorship 3. Seek grant opportunities 4. Review feasibility of multiyear budgeting implementation in 2009 5. Review feasibility of multiyear membership implementation in 2009 6. Develop additional membership incentives for higher membership level
<i>Staffing</i>	<ul style="list-style-type: none"> ◆Increase staffing to meet core area needs ◆Increase staffing to meet association goals 	<ul style="list-style-type: none"> ◆Match staffing to 2008 goals ◆Develop feasibility study to assess need for a CEO/E.D. 	<ol style="list-style-type: none"> 1. Assess 2008 and 2009 staffing needs in terms of core area and association goals 2. Determine if a CEO/E.D. position is desired/needed for 2009
<i>Governance</i>	<ul style="list-style-type: none"> ◆Implement “Board Development” Work Plan recommendations ◆Increase Board meeting attendance 	<ul style="list-style-type: none"> ◆Review Board nomination process ◆Review Board composition needs ◆Augment Board with special councils ◆Review ways to increase Board meeting attendance 	<ol style="list-style-type: none"> 1. Change length of term to three years 2. Audit Nomination Process to identify changes 3. Audit Board composition to identify needed expertise 4. Determine if an Advisory Council is needed 5. Consider stipend for board members from smaller organizations
<i>Technical</i>	<ul style="list-style-type: none"> ◆Manage technology and its changes in such a way to maximize efficiency and effectiveness of AIRS operations 	<ul style="list-style-type: none"> ◆Review Web site ◆Review possible software changes 	<ol style="list-style-type: none"> 1. Develop new Web site 2. Acquire new management association software

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Area IV: Public Policy			
Principal Goal Areas	3- to 5-Year Goals (Where do we want to be in 3-5 years?)	Annual Goals for 2008 (What do we want to accomplish this current planning year?)	Action Steps/Strategies (What can be done in 2008 to meet goals?)
<i>Legislative Advocacy & Monitoring</i>	AIRS to be recognized as the expert on I&R by elected officials and their staff	<ul style="list-style-type: none"> ◆Increase legislative advocacy of Board and membership ◆Increase awareness of AIRS and I&R among elected officials 	<ol style="list-style-type: none"> 1. Hold training session on legislative advocacy at annual conference 2. Seek opportunities for earmarks 3. Promote Congressional Resolution supporting I&R 4. Increase DTV outreach 5. Visit “Hill” by Board and members 6. Invite as “keynote” speakers to conference
<i>Regulatory Advocacy & Monitoring</i>	AIRS to be recognized as the expert on I&R by government agencies, appointed officials and their staff	<ul style="list-style-type: none"> ◆Explore military contract ◆Inclusion of language that I&R is an appropriate reimbursable funding activity ◆Increase contact with other regulatory staff 	<ol style="list-style-type: none"> 1. Explore military contract language possibilities in Policy Committee 2. Explore inclusion of "reimbursable" language possibilities in Policy Committee 3. Invite to Board meetings & conferences
<i>Relationship Building</i>	AIRS to be recognized as the expert on I&R by peer associations	<ul style="list-style-type: none"> ◆Increase contact with other organizations 	<ol style="list-style-type: none"> 1. Invite to Board meetings & conferences
<i>“2-1-1”</i>	AIRS to be recognized as the leader on “2-1-1”	<ul style="list-style-type: none"> ◆Seek passage of 211 Act 	<ol style="list-style-type: none"> 1. With consultant assistance develop 2008 plan for passage of 211 Act 2. Develop a “2-1-1” committee within AIRS governance structure

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January FEMA Disaster Declarations

Major Disaster Declarations
01/04 Iowa Severe Winter Storm

01/08 Nevada Severe Winter Storms and Flooding
01/11 Nebraska Severe Winter Storm

Area V: Products, Services and Training

<i>Principal Goal Areas</i>	3- to 5-Year Goals (Where do we want to be in 3-5 years?)	Annual Goals for 2008 (What do we want to accomplish this current planning year?)	Action Steps/Strategies (What can be done in 2008 to meet goals?)
<i>Professional Development</i>	<ul style="list-style-type: none"> ◆Continue to offer first-rate training and informative, fun conferences ◆Move conference locations to places where they may not have active or strong affiliate conferences ◆Package some of the conference training modules and have them used at affiliate conferences ◆Establish a database of certified trainers 	<ul style="list-style-type: none"> ◆Continue to find ways to increase the professional development of members 	<ol style="list-style-type: none"> 1. Determine feasibility of reinstating the "train-the-trainer" program 2. Determine of alternating expense/less expensive conference locations is desired 3. Determine "cross-over" feasibility for next conference 4. Conduct focus groups on issues that AIRS wants to know local perspective on 5. Identify affiliates that do not have conferences and link them with neighboring affiliates that do have conferences 6. Consider alternating conferences sites from expensive to less expensive 7. Consider "cross-overs" so attendees can learn outside their usual track
<i>Taxonomy</i>	<ul style="list-style-type: none"> ◆Continue to be the taxonomy leader for I&R 	<ul style="list-style-type: none"> ◆Continue online training possibilities ◆Review possible follow-up audit and ongoing support functions 	<ol style="list-style-type: none"> 1. Determine feasibility of a product/service that does the taxonomy database for small organizations 2. Continue online training possibilities and seek possible areas for expansion
<i>Standards & Credentialing</i>	<ul style="list-style-type: none"> ◆Continue to update certification process 	<ul style="list-style-type: none"> ◆Review certification program ◆Review possibility of funding an expanded certification process 	<ol style="list-style-type: none"> 1. Audit certification program 2. Determine feasibility of an expanded certification process

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AIRS Board Approves 2008 Workplan/Budget

At the recent AIRS Board Meeting the 2008 Workplan and Budget were approved. To see what AIRS will be working on in 2008 visit the Web site at www.airs.org. If you have any questions or comments contact Charlene Hipes at charlenehipes@airs.org or (503) 257-3537.

Area V: Products, Services and Training, cont.			
<i>Principal Goal Areas</i>	3- to 5-Year Goals (Where do we want to be in 3-5 years?)	Annual Goals for 2008 (What do we want to accomplish this current planning year?)	Action Steps/Strategies (What can be done in 2008 to meet goals?)
<i>Publications & Resources</i>	<ul style="list-style-type: none"> ◆Continue to offer dependable, knowledge-based publications for members 	<ul style="list-style-type: none"> ◆Identify new products ◆Review adding new products to the upper membership levels ◆Continue to place in e-format 	<ol style="list-style-type: none"> 1. Post “old” newsletters on Web site 2. Conduct survey or focus groups among affiliates to determine new product preferences/needs 3. Continue to place in e-format
<i>Disaster Response</i>	<ul style="list-style-type: none"> ◆Continue Disaster Response Team & Organizational Resources 	<ul style="list-style-type: none"> ◆Seek to increase team size, resources & effectiveness ◆Continue “AIRS Cares” campaign 	<ol style="list-style-type: none"> 1. Seek corporate sponsorship of team; possibly to include airlines 2. Develop individual, organizational, or corporate contribution fund 3. Review feasibility of a disaster response line-item

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Area VI: Stakeholder Relationships			
<i>Principal Goal Areas</i>	3- to 5-Year Goals (Where do we want to be in 3-5 years?)	Annual Goals for 2008 (What do we want to accomplish this current planning year?)	Action Steps/Strategies (What can be done in 2008 to meet goals?)
<i>Internal Relationship Building</i>	Cultivate and expand effective and trust-building working relationships within AIRS and among the affiliates	♦Strengthen existing internal relationships	<ol style="list-style-type: none"> 1. Further develop affiliates through assisting with standardization of processes 2. Increase communication with affiliates and member about what AIRS offers them as well as what AIRS does for the profession 3. Establish peer exchanges of information and practices among members 4. Determine why some members are not interested in credentialing 5. Identify best practices through affiliate relations and disseminate best practices to all members
<i>External Relationship Building</i>	Cultivate and expand effective and trust-building working relationships with external groups and partners	<ul style="list-style-type: none"> ♦Strengthen existing external relationships ♦Develop new external relationships 	<ol style="list-style-type: none"> 1. Strengthen relationship with National Military Family Association 2. Strengthen relationship with United Way of America 3. Develop relationship with IRS, HHS AoA, and CDC 4. Identify federal agency involved with DTV and work through Policy Committee to establish relationship 5. Assist local affiliates in establishing relationships with local governments; including COGS

What's going on in ... Massachusetts

Massachusetts Emergency Management Agency (MEMA) and the Council of Massachusetts United Ways (COMUW) have agreed to utilize Mass2-1-1 as the Commonwealth's primary telephone information call center during times of emergency. The easy to remember 2-1-1 telephone number will be utilized as a resource for human service and public safety/disaster response and planning agencies. It was designed, in part, to reduce the number of non-emergency calls made to 9-1-1.

"Up until now, MEMA has utilized an '800' number staffed by the Citizen Information Service of the Secretary of State's Office," said MEMA Director Don Boyce. "That particular telephone number was activated only during emergency situations."

With the change, the Secretary of State's Citizen Information Service staff will now have the responsibility to serve as liaisons between the Mass2-1-1 staff and the Massachusetts Emergency Management Team (MEMT) when the State Emergency Operations Center (SEOC) in Framingham is activated for an emergency situation. Mass2-1-1 will provide the latest emergency information and response to rumors through their

The "What's Going On" article will feature a different affiliate in each issue. If you would like your affiliate featured submit your state or regional news and contact information to newslettereditor@airs.org.

call center and Web site.

This new partnership will offer citizens the opportunity for 'one-stop-shopping,' with access to vital updated disaster information, numerous post-disaster programs, interpreter services, and call tracking of caller locations. Mass2-1-1 will also have the ability to act as the registration site for spontaneous volunteers and donations from the public during an emergency or crisis.

Mass2-1-1 was created by the Council of Massachusetts United Ways on behalf of 22 local United Ways serving every community of the Commonwealth. Seven years ago, COMUW embraced the national 2-1-1 program, as established by the Federal Communications Commission (FCC) and initiated by the United Way of America. The 2-1-1 phone number was established by the FCC as a nationwide number to call for non-emergency information and referral services.

Currently Mass2-1-1 operates its call center Monday through Friday from 8:00am to 8:00pm with the ability to activate 24-7 during times of emergency in the Commonwealth. More information is available at www.mass211.org.

Conference registration opens soon

Sharon Galler

AIRS Conference Coordinator

Please be sure to make plans to join us for our 30th conference in friendly Houston, Texas, May 18-21 at the beautiful Westin Galleria - Westin Oaks Hotel, right in the Galleria Mall. We have negotiated special discounted hotel room rates of \$120 single/double. The deadline for this AIRS discounted rate is April 18, 2008 so be sure to make your reservations in plenty of time!

In order to be able to bring you a conference of this magnitude, it is important that you stay at the headquarters hotel, so we can continue to insure the quality of our future programs and low hotel room rates. Call the hotel directly at (713) 960-8100, reservations department and mention "AIRS" to make your reservations at this special rate.

Registration will open in March and our registration brochure will also be mailed and available on our Web site. For budgeting purposes, here are our 2008 registration fees (as you can see, they have not increased for over four years):

**Register by March 31, 2008,
and SAVE!**

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AIRS Members:	Single Day \$240	Enhanced Level \$483
Basic Level \$425	TAIRS member Single Day \$140	Premium Level \$461
Standard Level \$404	Non-Member Single Day \$340	TAIRS Member \$461
Enhanced Level \$383		Aging Network Member \$525
Premium Level \$361	Register after March 31, 2008:	Non-Member \$675
TAIRS Member \$361	AIRS Members:	Single Day \$280
Aging Network Member \$425	Basic Level \$525	TAIRS member Single Day \$180
Non-Member \$550	Standard Level \$504	Non-Member Single Day \$380

Certification test dates

Test sites must first be approved by a state/regional/provincial I&R association. AIRS must receive notification at least 90 days in advance. The CIRS, CRS and CIRS-A exams will be offered at each test site.

Applications to take an exam are due in the AIRS office 30 days prior to a test. (Applications are available for download).

Please be aware that registration for your local Affiliate Conference does not constitute registration for the AIRS Certification exam. If you are interested in testing, all certification exam applications, supporting documentation and appropriate exam fees must be mailed to the AIRS National Office in Fairfax, VA, and must arrive 30 days prior to the exam. DO NOT send your application for certification with your conference registration.

If an application and payment are mailed to an address other than the AIRS National Office in Fairfax, Virginia, the application will not be processed, and the applicant will be unable to sit for the exam.

The contacts listed for each site can provide information such as directions to the test site, whether training or a study session will be available before the exam, and if there are additional charges from the hosting organization.

For additional questions, or to schedule a test, contact the AIRS Headquarters at (703) 218-AIRS (2477) ext 201 or certification@airs.org.

MARCH 3 - JACKSON, MI

1-3 pm
Life Ways Board Room
1200 N West Avenue
Brenna Wheeler (517) 796-4519
brenna.wheeler@lifewaysmco.com
All MI-AIRS members are eligible for 1-2 free slots of individualized training on the Essential Learning's Online Trainings site.

Noon-2 pm
336 Central Park Avenue
Pat Anderson (914) 993-3713
patanderson@uwwp.org
MARCH 24 - SAVANNAH, GA
9-11 am
428 Bull Street
Christy Edwards (912) 651-7712
cedwards@uwce.org

543 Richmond Street West, Suite 125
Cristina Umana (416) 392-4558
cumana@findhelp.ca
A Preparatory Workshop will be offered April 3, 9 am to 4 pm at the above address. The cost is \$99 + GST.

MARCH 20 - WHITE PLAINS, NY

9-11 am
336 Central Park Avenue
Pat Anderson (914) 993-3713
patanderson@uwwp.org

APRIL 4 - BIRMINGHAM, AL
8:30-10:30 am
Wynfrey Hotel
1000 Riverchace Galleria
Carolyn Fortner (205) 670-5770
carolyn.fortner@adsa.alabama.gov

APRIL 4 - MINNEAPOLIS, MN
10 am - Noon
Greater Twin Cities United Way
404 South 8th Street
Kathy O'Connor (612) 598-4190
kathyoconnor345@gmail.com
Parking is available in ramps either across the street or next door.
Approximate cost is \$9 per day.

MARCH 20 - WHITE PLAINS, NY

APRIL 4 - TORONTO, ONT
9:30-11:30 am

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APRIL 15 - PHOENIX, AZ

2-4 pm
Community Information and Referral
2200 N Central Avenue, Suite 601
Mark Lewis (602) 263-8845
mlewis@cir.org

APRIL 17 - OMAHA, NE

10:30 am - 12:30 pm
United Way of the Midlands
1805 Harney Avenue
Penny Weber (402) 997-7001
pweber@uwmidlands.org

APRIL 18 - OMAHA, NE

1-3 pm
United Way of the Midlands
1805 Harney Avenue
Penny Weber (402) 997-7001
pweber@uwmidlands.org

APRIL 18 - MILWAUKEE, WI

10 am - Noon
Milwaukee County Department on Aging
310 W Wisconsin Avenue, 7th

Floor- East
Steven Peterson (414) 289-5797
speterson@milwaukeecounty.com
A preparation class will be provided March 7 from 9 am to Noon at the above address.

APRIL 25 - NEW YORK, NY

10 am - Noon
Federation of Protestant Welfare Agencies
281 Park Avenue South
Judy Milove (212) 801-1350
jmilove@fwpa.org

APRIL 25 - COLUMBIA, SC

10 am - Noon
United Way - 1800 Main Street
Denise Rivers (803) 734-9939
riversd@aging.sc.gov
The ABCs of I&R will be provided April 23-24, 10 am - 4 pm at the above address.

MAY 8 - CONCORD, NH

10 am - Noon
DHHS State Office, Brown

Building
129 Pleasant Street
Jennifer Hosue (603) 271-0544
jlhosue@dhhs.state.nh.us
The ABCs of I&R will be presented on April 23 from 9:30 am - 12:30 pm at the above address in room 211.

MAY 18 - HOUSTON, TX

1:30-3:30 pm
AIRS National Conference - Westin Galleria Houston
5060 W. Alabama
Amanda Leibert (703) 218-2477 ext. 211
amandaleibert@airs.org

MAY 20 - HOUSTON, TX

2:30-4:30 pm
AIRS National Conference - Westin Galleria Houston
5060 W. Alabama
Amanda Leibert (703) 218-2477 ext. 211
amandaleibert@airs.org